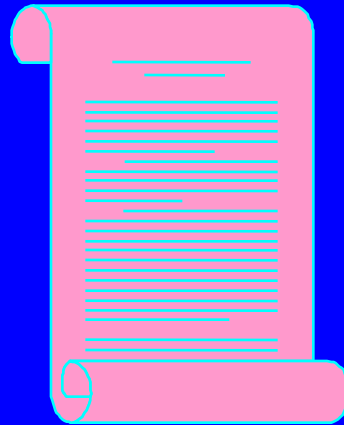
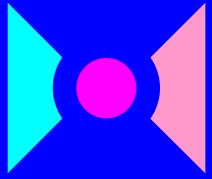


Unit Objectives

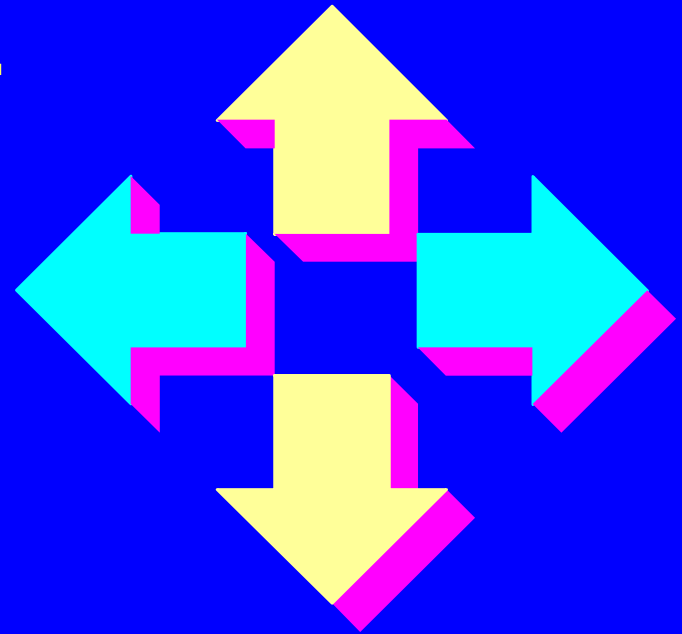
- ✦ **List the steps in a decision-making model.**
- ✦ **Apply the steps to making decisions during an emergency.**

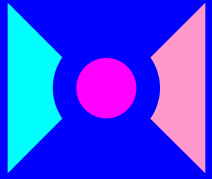




Impediments

- ✦ **Time pressure**
- ✦ **Political pressures**
- ✦ **High or low blood sugar**
- ✦ **Caffeine**
- ✦ **Fatigue**
- ✦ **Lack of information**
- ✦ **Conflicting information**
- ✦ **Uncertainty**

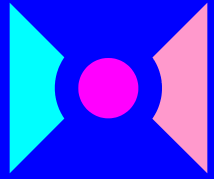




Decision Makers under Stress

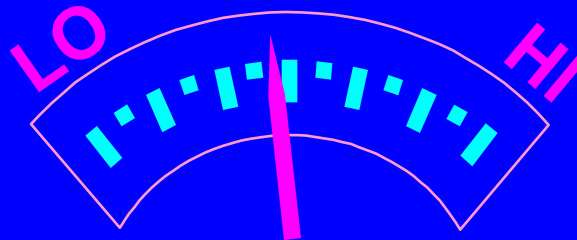
- ✦ **Experience conflict with others**
- ✦ **Perceive selectively**
- ✦ **Have poor judgment**

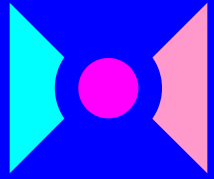




Decision Makers under Stress

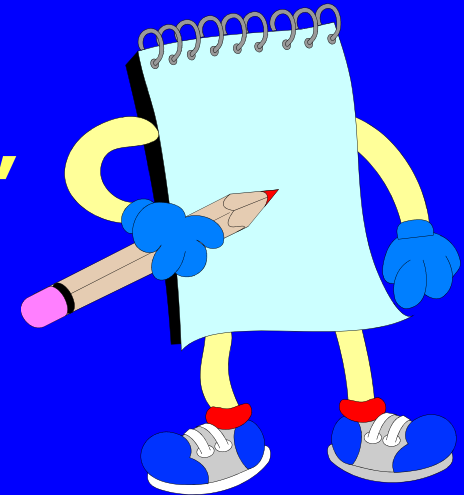
- ✦ **Less tolerant of ambiguity**
- ✦ **Decreased ability to handle tasks and think**
- ✦ **Tendency toward aggression and escape**

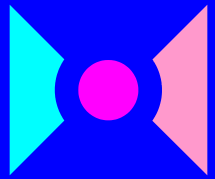




Decision Makers under Stress

- ✦ **Consider only immediate situation.**
- ✦ **Choose a risky alternative.**
- ✦ **Have tunnel vision.**
- ✦ **Succumb to “group think.”**

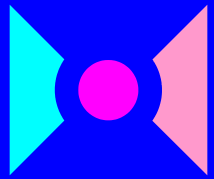




Problem-Solving Model

Step 1: Size up the situation.

- ✦ **What is happening?**
- ✦ **Who is involved?**
- ✦ **What are the stakes?**

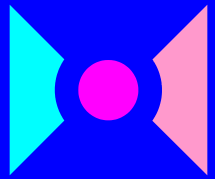


Problem-Solving Model

Step 2: Identify contingencies.

Murphy's Laws:

- ✦ **Nothing is as easy as it looks.**
- ✦ **Everything takes longer than you think it will.**
- ✦ **If anything can go wrong, it will.**

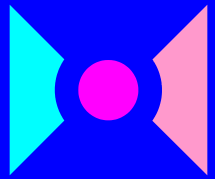


Problem-Solving Model

Step 3: Determine objectives.

Objectives are:

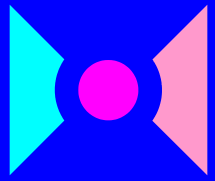
- ✦ **Measurable targets.**
- ✦ **Used to monitor progress and establish priorities.**
- ✦ **Based on the sizeup and contingencies.**



Problem-Solving Model

Step 4: Identify needed resources.

- ✦ **What resources are needed?**
- ✦ **Where will I get them?**
- ✦ **How long will it take?**
- ✦ **What can others offer?**
- ✦ **Are there any special requirements?**

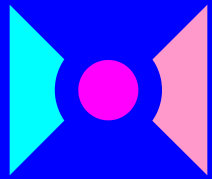


Problem-Solving Model

Step 5: Build a plan.

Your plan should state:

- ✦ **Who . . .**
- ✦ **Will do what . . . (and with whom)**
- ✦ **By when.**
- ✦ **Where.**
- ✦ **How.**



Problem-Solving Model

Step 6: Take action and evaluate results.

